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Content: Landmark London on Mystery Shopping Survey

Criticism hurts – but it can also help

When the team and I saw our results in the Mystery Shopper Survey in last month's edition we were appalled. At The Landmark London we pride ourselves on our attention to detail and the way we service our clients from first call to final delivery, so to be close to the bottom in the survey was very hard for us.

After having a good look at the survey results from BRDC we realised that we need to have another look at our training. We have now shared our results with our Royal Lancaster and K West colleagues and all three of us are now looking at a refresher on our enquiry taking skills.

Every year the Lancaster Landmark company undertake a 'Meetings Forum' and after the disastrous survey results felt that we should be looking at 'service delivery for group



The Landmark London

enquiries' as our topic.

As much as criticism is hard to take, thank you for letting us know we are sometimes not quite as good as we should be.

We appreciate your survey and will strive to do our best to exceed customer expectations.

✉ **Sally Beck**
Landmark London